

Appln. S.N. 10/784,361
Amdt. dated August 21, 2006
Reply to Office Action of May 19, 2006
Docket No. GP-304237-OST-ALS

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In the specification:

Please revise the paragraph at page 17 lines 10-27 as follows:

In one embodiment, initiating the technical services communication protocol sequence includes initiating a first authenticating telephone call attempt from a telematics device to a technical services queue through a first carrier by outputting a first telephone number and determining if the first telephone number is registered in the home location register of the first carrier where the call attempt is aborted when the first telephone number is not registered in the home location register of the first carrier; initiating a second authenticating telephone call attempt through a secondary carrier by outputting the first telephone number when the first telephone number is not registered in the home location register of the first carrier and then determining if the first telephone number is registered in the home location register of the second carrier wherein the call is aborted when the first telephone number is not registered in the home location register of the second carrier. Vehicle identification data is subsequently exchanged between the telematics device and the technical services queue modem when an authenticating call is verified in the home location register of the first and second carrier responsive to each above determination. In one embodiment, an authenticating telephone number is a 1-(800) telephone number that directly connects to a technical services queue in a data mode.

Please revise the paragraph at page 1, line 25 – page 2, line 12 as follows:

In order to provide telematics services to a customer, various software updates, reconfigurations, and other forms of technical services may be required at the customer's telematics device. One solution for providing such services involves automated technical services download to the telematics device from the service center. However, when a service provider is unable to provide the technical services to a telematics ~~unit~~device due to an intervening cause, such as when ~~at~~the telematics device is operating defectively, the vehicle must be brought to a service facility such as a dealership for technical services and maintenance. A service provider typically offers various services to a subscriber including the assistance of a live advisor. If a customer is aware of a telematics malfunction or desires some form of technical

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services, an advisor at a service center may be able to provide assistance. However, many types of technical services require the upload of data to a telematics device, and in some cases diagnostic functions as well. In order to provide such services to a client, an advisor may be required to transfer a customer to a technically trained customer service agent or department in order to diagnose problems or implement technical services. Transfer of customers to other advisors and departments is undesirable due to inherent organizational inefficiencies and potential customer dissatisfaction.

Please revise the paragraph at page 15, line 20 – page 16, line 5 as follows:

In step 320, a technical service action is determined based on the received request for technical services. In an embodiment, the determining occurs at any time after the request is received. In one embodiment, determining a technical service action includes identifying a user account associated with the telematics device based on the received request, and determining if one or more technical service actions associated with the user account are pending in a technical services queue. In one embodiment, the request for technical services includes vehicle identification data for the telematics device requesting the technical services that is provided through an authenticating phone number for a technical services pending job queue. A service center having a database of user account information and telematics identification data retrieves customer account data based on the vehicle identification that correlates a request for technical services with a specific technical service that is pending in a technical services job queue for one or more vehicles associated with the customer's account.